

Transcript: VICTORIA

Taylor-5090823074004992-5023649785495552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Yeah, this is T.M. Oberry. Uh, I received, uh, one message, uh, from you and you say it's calling you. I don't know why. Okay. You said, uh, on the message, "Congrats on your job we've sought. You will be automat-auto-enroll and make..." Yeah, "And in make Telerix within three, 30 days, call back at this number to make change before your window close." Okay. Um, so we administer medical insurance for Surge Staffing. Mm-hmm. They will automatically enroll you into that medical plan, the MEC TelRx- Mm-hmm. ... unless you opt out beforehand. Mm-hmm. Um, that medical plan covers your preventative health care at 100%, as long as you stay within the multi-plan network. So it covers things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription to FreeRx, which is like a prescription plan, and it also comes with virtual urgent care. Um, they do charge, looks like, \$16.80 a week for the plan for employee only. So again, they will enroll you into that unless you opt out beforehand. Oh. I don't understand. Now the company or... I'm sorry? It's a company? No, it's, it's a medical insurance plan that Surge Staffing automatically enrolls their employees into unless you opt out beforehand. Hmm. Oh, medical insurance? Yes, sir. Medical insurance being offered through your employer, Surge Staffing. Oh. No, I don't need that yet. So, I just want to know if you- if they pay me, because I work, I work eight, uh, eight days and they pay me, uh, for two days. I don't know why. Okay. So you'll need to speak to them- They told me last, they told me last time, uh, they will pay me for the rest. Okay. So you need to speak to them directly regarding pay. Okay. This is just for the medical insurance they offer. Okay. Thank you. So, again, if you do not want that plan, you need to opt out of it. In order for me to opt you out of that, I'll have to pull up your file and decline it. No, I don't need that y- yet. Okay. I understand that you don't need it. I'm trying to explain to you- Mm-hmm. ... that th- we would need to decline the coverage in order to- Mm-hmm. ... avoid you being enrolled into it. Okay. So if you would like me to decline the coverage, I need to pull up your file. Y- your file mean? Yes. I- in order for me to decline the medical insurance, I need to pull up your file. Okay. What is the last four of your Social? What? The last four digits of your Social Security number. Y- you can, you can take it with them. I'm sorry? You can take it with them. So, I don't know you and I can't give you my, my Social, Social Security like that. Uh, you can talk- Okay. If you feel uncomfortable- You can talk with, uh, Surge. Yeah. Okay. If you feel uncomfortable p- providing that information, I understand. You will need to speak with them and let them know that you do not want the medical insurance. Otherwise- Mm-hmm. ... they will have you automatically enrolled. In order for me to decline the coverage myself, I would need that information to pull up your file. Okay. So if you don't want to provide that, make sure you speak to Surge Staffing to decline the coverage. Yeah. Okay. Sure. Thank you. Have a good

day, sir. Yeah.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Yeah, this is T.M. Oberry. Uh, I received, uh, one message, uh, from you and you say it's calling you. I don't know why.

Speaker speaker_1: Okay.

Speaker speaker_2: You said, uh, on the message, "Congrats on your job we've sought. You will be automat- auto-enroll and make..." Yeah, "And in make Telerix within three, 30 days, call back at this number to make change before your window close."

Speaker speaker_1: Okay. Um, so we administer medical insurance for Surge Staffing.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: They will automatically enroll you into that medical plan, the MEC TelRx-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... unless you opt out beforehand.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, that medical plan covers your preventative health care at 100%, as long as you stay within the multi-plan network. So it covers things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription to FreeRx, which is like a prescription plan, and it also comes with virtual urgent care. Um, they do charge, looks like, \$16.80 a week for the plan for employee only. So again, they will enroll you into that unless you opt out beforehand.

Speaker speaker_2: Oh. I don't understand. Now the company or...

Speaker speaker_1: I'm sorry?

Speaker speaker_2: It's a company?

Speaker speaker_1: No, it's, it's a medical insurance plan that Surge Staffing automatically enrolls their employees into unless you opt out beforehand.

Speaker speaker_2: Hmm. Oh, medical insurance?

Speaker speaker_1: Yes, sir. Medical insurance being offered through your employer, Surge Staffing.

Speaker speaker_2: Oh. No, I don't need that yet. So, I just want to know if you- if they pay me, because I work, I work eight, uh, eight days and they pay me, uh, for two days. I don't know why.

Speaker speaker_1: Okay. So you'll need to speak to them-

Speaker speaker_2: They told me last, they told me last time, uh, they will pay me for the rest.

Speaker speaker_1: Okay. So you need to speak to them directly regarding pay.

Speaker speaker_2: Okay.

Speaker speaker_1: This is just for the medical insurance they offer.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: So, again, if you do not want that plan, you need to opt out of it. In order for me to opt you out of that, I'll have to pull up your file and decline it.

Speaker speaker_2: No, I don't need that y- yet.

Speaker speaker_1: Okay. I understand that you don't need it. I'm trying to explain to you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that th- we would need to decline the coverage in order to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... avoid you being enrolled into it.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you would like me to decline the coverage, I need to pull up your file.

Speaker speaker_2: Y- your file mean?

Speaker speaker_1: Yes. I- in order for me to decline the medical insurance, I need to pull up your file.

Speaker speaker_2: Okay.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: What?

Speaker speaker_1: The last four digits of your Social Security number.

Speaker speaker_2: Y- you can, you can take it with them.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: You can take it with them. So, I don't know you and I can't give you my, my Social, Social Security like that. Uh, you can talk-

Speaker speaker_1: Okay. If you feel uncomfortable-

Speaker speaker_2: You can talk with, uh, Surge. Yeah.

Speaker speaker_1: Okay. If you feel uncomfortable p- providing that information, I understand. You will need to speak with them and let them know that you do not want the medical insurance. Otherwise-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they will have you automatically enrolled. In order for me to decline the coverage myself, I would need that information to pull up your file.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you don't want to provide that, make sure you speak to Surge Staffing to decline the coverage.

Speaker speaker_2: Yeah. Okay. Sure. Thank you.

Speaker speaker_1: Have a good day, sir.

Speaker speaker_2: Yeah.